

# City and County of Swansea

## Draft Strategic Equality Plan

**2016-2020**



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## **Introduction**

This is the City and County of Swansea's second Strategic Equality Plan (SEP). While it is a legal requirement, it gives us the opportunity to further our commitment to equality and fairness as an organisation. The Plan's content has been designed to build on the achievements of our first SEP as well as to meet the legal duties and incorporate different areas of work. Our progress will be regulated by the Equality and Human Rights Commission.

This Plan supersedes that of 2012 – 2016. However, a final review of the previous Equality Objectives will be undertaken and published in 2016. It is important that we do so as a great deal of progress was made, both via our Equality Objectives and the additional work undertaken across the organisation. We are proud of our achievements to date, but know that there is always more to be done. Whilst we are now working in a very different economic climate, our focus remains on equality-related issues, such as tackling poverty, safeguarding vulnerable people and improving pupil attainment.

The SEP cannot be a stand-alone document. It has very close links to a number of key Council work areas, for example:

- One Swansea Plan
- Corporate Plan
- Tackling Poverty Strategy
- Communities First
- Community Cohesion
- Welsh Language
- Consultation & engagement
- Local Development Plan
- Hate crime
- Domestic abuse

Equality is a key theme throughout all of this work and in developing this Plan we have engaged with colleagues to ensure that we build on current and planned work where appropriate.

## **Swansea's Profile**

The City and County of Swansea currently employs over 11,000 people across three directorates. The Council is composed of 72 Councillors who are elected every four years. The Leader chairs an Executive Cabinet of 9 and full Council meets once every calendar month. There are also 14 Elected Member Equality Champions.

As an area, Swansea is home to 241,300 residents and in 2013 attracted over 4.3 million visitors.

Swansea has the 3<sup>rd</sup> highest population of the 22 Welsh Unitary Authorities, and according to the latest (2010) population estimates:

- 119,200 of the population are male compared with 121,100 who are female

- Children and young people aged 0-24 years represent 31.3% of total population (mid-year estimates 2014 (rounded))
- Over 50s represent 37.3% of the population (mid-year estimates 2014 (rounded)).

In addition, according to the 2011 Census:

- Almost a quarter of the population (23.3%) have a limiting long term illness (LLTI). Also, 6.9% of those aged 16-74 are economically inactive due to permanent sickness or disability.
- According to the annual population survey 2015, there are 29,114 Welsh speakers in Swansea.
- The 2011 Census indicated that 19.3% of the population have Welsh language skills.
- In terms of religion, 3.6% of the population belong to non-Christian faiths.
- The 2011 Census indicates that 8.5% of the Swansea population is from a minority (non-white) ethnic group, while 4% identify as 'non-White British'.

We acknowledge that this overview does not contain information across the full equality spectrum, but the additional equality information we have (which is discussed later on) has gone some way to address the 'statistical gap'.

More information on Swansea's facts and figures can be found at: [www.swansea.gov.uk/research\\_info](http://www.swansea.gov.uk/research_info).

### **The Legislative Background**

The Equality Act 2010 protects people from discrimination, victimisation and harassment on the basis of the following characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership (protection against direct discrimination only)
- Pregnancy and maternity
- Race
- Religion or (non-)belief
- Sex
- Sexual orientation.

This Plan is a requirement of the Welsh Public Sector Equality Duty. We have 16 regulations in Wales, and this Plan sets out how we will meet the duty and regulations and continue to improve our equality performance via our refreshed Equality Objectives (further information is provided in the next section and at Appendix 1).

In developing this Plan and our Equality Objectives, we have not looked at the protected characteristics in isolation. Our evidence continues to highlight the inherent links between inequality and socio-economic aspects. Other issues include poverty, community cohesion, domestic abuse and educational attainment – but there are many others and lots of these concern a number of protected characteristics. The issue of ‘equality’ as a whole is now much more focused on fairness for people and communities, rather than individual ‘equality strands’.

### **United Nations Convention on the Rights of the Child (UNCRC)**

Since becoming the first local authority to adopt a ‘due regard’ duty in relation to children’s rights, we have developed a Children & Young People’s Rights Scheme, which sets out our arrangements to ensure compliance with the due regard duty for embedding the UNCRC into the local authority policy framework and this will be reported on annually.

Since finalising the Children & Young People’s Rights Scheme and establishing processes for its implementation, our focus now turns to the monitoring, compliance and local visibility of children’s rights and robust mechanisms to support how we measure the impact of the Children & Young People’s Rights Scheme.

A UNCRC Action plan has been developed which is based on clearly identified priorities and which encompasses a whole council approach to children’s rights.

There are five key areas, which focus on:

1. Making such arrangements as is considered suitable to promote and facilitate participation by children in decisions of the authority which might affect them, as required in the Children and Families (Wales) Measure 2010
2. Developing knowledge and understanding of the UNCRC through training for all staff and decision makers within the City and County of Swansea including other statutory and key voluntary partners
3. Promotion and awareness raising of the UNCRC
4. Ensuring appropriate and robust mechanisms in place to receive feedback and complaints in relation to the UNCRC
5. Ensuring compliance, accountability and impact of the UNCRC due regard duty which is evidence based.

In our approach to embedding children’s rights, as well as incorporating children’s rights into our Equality Impact Assessment process, we are now developing equality objectives that encompass children’s rights alongside protected characteristics, across all service areas.

## **Older People's Strategy / Ageing Well in Wales Programme**

As a council we are expected to develop an Older People's Strategy and Ageing Well Plan to be submitted respectively to the Welsh Government and Older People's Commissioner by the end of October 2015. The latter will form part of the national Ageing Well in Wales Implementation Plan to be published later in the year. It is being worked on via a partnership approach with the Local Service Board.

The City & County of Swansea with its partners has been implementing the Strategy for Older People since 2003/4. Work has commenced on implementing the third phase of the Strategy (Living Longer Living Better 2013-23) with the vision that:

- people in Wales feel valued and supported, whatever their age.
- all older people in Wales have the social, environmental and financial resources they need to deal with the opportunities and challenges they face.

In January 2014 the Council's Cabinet signed the Dublin Declaration on age-friendly cities and communities in Europe. In September 2014 the Council resolved to work towards making Swansea a Dementia Supportive Community.

In order to continue this work, we will integrate the actions required for our Older People's Strategy into this Strategic Equality Plan. Engagement and preparatory work is underway and the relevant actions required will be added to our Equality Objectives as these develop (some have already been included in this draft).

### **Developing Equality Objectives & Forthcoming Engagement**

As for our first set of Equality Objectives, a group of staff from across the council were brought together in May 2015 and tasked with identifying Equality Objectives within their individual services, with support and advice from key officers.

Alongside this group, initial engagement was undertaken with some of our equality groups. The information and ideas gathered were shared with the staff involved. The Access to Services Team also provided information and suggestions, based on feedback received and information gathered as part of its work. Senior managers also had the opportunity to feed in to this process.

As part of the ongoing engagement process, we will contact a large number of local groups and individuals, inviting them to have their say. We realise that a range of engagement options are needed, so we will offer a variety of opportunities and activities, such as:

- Drop-in sessions – an opportunity for everyone to have their say in a more informal setting

- Group visits – either a meeting or an informal discussion – depending on the group’s preference
- Feedback via email – the objectives can be provided electronically so that people can have their say without having to speak to us themselves
- The opportunity to complete an online survey
- A Big Conversation with children and young people
- Stakeholder / forum meetings.

All of these activities are ongoing and will further contribute to the initial draft Equality Objectives found at Appendix 1.

We have also set an Equality Objective around Consultation and Engagement, which includes the implementation of our new Consultation and Engagement Strategy. We will continue to seek out the most effective methods of engagement via our existing links to local community groups and organisations. We will also continue to seek out new groups and communities.

### **Equality Information**

In developing our Equality Objectives, we have utilised a number of sources:

- Business plans from the Council’s service areas
- Corporate priorities
- Existing strategies and plans
- Outcomes of engagement activities
- Equality Impact Assessment reports
- United Nations Convention on the Rights of the Child (UNCRC)
- Children and Young People’s Rights Scheme
- Older People’s Strategy
- Ageing Well in Wales Programme

In 2011 an evidence base was collated, and consisted of national and local information, based on the themes of the Equality and Human Rights Commission report [‘How Fair is Wales?’](#). The Commission are due to publish an update, ‘Is Wales Fairer?’ within the next 12 months. We will use this to review and update our information – and may amend our Equality Objectives as a result.

### **Assessment of Impact**

This is another requirement of the legislative duties, and we have updated our process a number of times, both in response to the Equality Act 2010 and local developments. Our Equality Impact Assessment (EIA) process now incorporates a number of equality-related issues such as poverty and social exclusion, children’s rights, community cohesion, carers and Welsh language. It has had a positive reception from colleagues as being user-friendly and helpful in identifying potential issues. We will continue to use it as our assessment of impact tool and revise it as and when needed.

Our process consists of the following steps:

- Screening for relevance – a short form that helps colleagues to ascertain whether or not a full EIA is required.
- EIA report – a concise template that takes colleagues through the full assessment process. This is in a report format that contains a series of open questions, taking colleagues through all relevant considerations in relation to assessing any positive or negative impact.
- Review – a series of questions that ensure colleagues know exactly what to do at the point of an EIA review.

Every step is supported by guidance, as well as advice and support. This is particularly important given the increased range of issues covered by the process:

- Every service area has a dedicated support officer to provide tailored advice, help and expertise at any time.
- An e-learning tool based solely on EIAs has been developed.
- A series of short guidance documents are provided to all staff tasked with completing EIAs.

Consultation and engagement remains a key part of the EIA process, and we will undertake further work to ensure that this includes children and young people where needed following our recent commitment to the UNCRC.

In the interests of openness and transparency, we will continue to publish all completed EIA reports on the Council's [website](#). We will also continue to undertake EIAs as part of our budget process.

## **Recruitment and Employment Information**

Under our legislative duties, we must collect and publish a range of recruitment and employment information on an annual basis. This includes data on all protected characteristics, as well as additional information requirements for gender and pay difference.

Additional information must be published on our training provision – this will also be required for all protected characteristics and reported annually.

This information will be published in our Annual Review Report. However, the amount of data gathered will fully depend on our staff; colleagues do not have to declare any equality monitoring information, so work continues to ensure that people understand the reasons behind the data collection (and feel comfortable disclosing personal information).

The Council implemented Single Status for all staff in terms of Pay & Grading and Terms & Conditions on 1st April 2014. The concept of equality was central to this work and our EIA process has been utilised throughout. It has already informed the Council's negotiating position in relation to a number of

Terms and Conditions. The Council engaged Northgate to assist us to carry out an EIA in respect of our new pay model.

The Council implemented the Living Wage for employees in April 2013 at £7.45 per hour. This resulted in us amending our Pay Model so that Spinal Column Point 10 was increased to £14,374 p.a. (£7.45 per hour) from the nationally agreed rate of £14,013 p.a. Following the National Pay Award for 2015, the Living Wage rate increased to £14,689 (£7.61 per hour).

### **Knowledge, Awareness and Training**

While the legislative duties require the reporting of data (as outlined above), we must also:

- promote knowledge and understanding of the general and specific duties amongst our employees
- use any performance assessment procedures to identify and address training needs of employees in relation to the duties.

There are clear learning needs within our due regard commitment to the UNCRC, as well as the Ageing Well agenda.

Our Corporate Learning and Development Team (as well as some of our other departments) has set an Equality Objective to continue to meet these requirements and undertake activities based on the emerging work areas. These are contained in Appendix 1.

### **Procurement**

We will:

- ensure that the Authority's commitment to equality and diversity is supported effectively throughout our procurement processes
- ensure that the Council's procurement policies and practices fully meet the requirements of legislation
- support the Welsh Language scheme throughout the procurement process.

A corporate Equality Objective has been set around Procurement; this can be found at Appendix 1.

### **Publication, Monitoring and Review**

This plan will be published in full on our website and available in different formats on request. We will also publish a summary of the Plan and an easy-read version.

The plan will be promoted via our links with different community organisations and forums.



We have an obligation to report on our Equality Objectives' progress annually. Our annual review reports will also contain employment and training monitoring information, as required by the legislative duties. Our reports are submitted to the Equality and Human Rights Commission and published on the Council's website.

Under the Children & Young People's Rights Scheme, we are committed to publishing an annual progress report on Children and Young People's Rights outlining implementation of the "Due Regard Duty" and also how we promote children and young people's rights in Swansea.

A children and young people monitoring group will work with officers to produce the annual progress report, looking at the activity that has been undertaken to ensure the Council pays due regard to the UNCRC. The annual progress report will be submitted to Cabinet, the Programme Scrutiny Board and Council prior to publication.

From an external perspective the Wales Observatory on Human Rights has a clear role in assessing our application of the UNCRC due regard duty and is able to make representation to relevant parties both within and outside the organisation.

We will continue to involve staff, Councillors and stakeholders in this process as appropriate.

Our Executive Board and Cabinet will also be part of the annual monitoring and review process.

## Appendix 1 - Draft Equality Objectives

<b>Equality Objective 1 - Engagement</b>			
<b>Ensure consultation and engagement is inclusive and undertake awareness raising activities</b>			
Associated actions	Deadline	Expected outcomes	Responsible Officer
<b>Communications and Customer Engagement</b>			
<p>Implement new corporate Consultation and Engagement Strategy, including continuation of corporate consultation programme.</p> <p>Ensure that clear arrangements to embed children and young people's participation is included within new Strategy</p>	Ongoing	<p>Strategy implemented and corporate consultation programme undertaken with results used to inform service development as appropriate</p> <p>The engagement strategy meet the Statutory Duty set out in the Child and Families (Wales) Measure and arrangements for children and young people's participation are clearly set out</p>	Rhian Millar
<p>Continue programme of equality engagement with key forums and groups</p> <p>Continue to support equality-related events in association with these forums and groups</p>	Ongoing	Ongoing engagement to ensure involvement, effective communication and support for equality groups	Rhian Millar
<b>Poverty &amp; Prevention</b>			
Ensure that the Big Conversation continues to encompass a range of mechanisms that aim to facilitate the widest possible participation of children and young people	Ongoing	<p>Expected outcomes throughout the year include:</p> <ul style="list-style-type: none"> <li>- delivery of 6 'Big Conversation' sessions targeting between 30 - 50 young people in each</li> </ul>	Katie Spendiff/Julie Gosney/Schools/Community Based Provision/Tom Jones/Specialist Provision

		<ul style="list-style-type: none"> <li>session</li> <li>– delivery of 5 Communities to Enquiries sessions targeting approximately 20 in each session</li> <li>– engagement of ALN children and young people in Super Survey targeting pilot of (&gt;50)</li> <li>– increased number of schools trained to support pupils to initiate their own agendas</li> </ul>	
Continue a range of inclusive play specific consultation with identified groups and individuals and undertake specific consultation with key groups with protected characteristics as part of the 2016/19 Play Sufficiency Assessment	Ongoing	Identification of needs, gaps and issues in relation to inclusive play	Steve Cable
Co-ordinate awareness raising sessions focused on gypsy traveller communities for staff/elected Members	Ongoing	Number of staff and elected members attended	Riaz Hassan/Helen Clancy
Engage with traveller communities via Play on Wheels mobile play	Ongoing	Engagement and ensuring right to play	Steve Cable
Work with partners to promote relevant community cohesion events	Ongoing	Events supported	Partnerships and Tackling Poverty Teams
Ensure a wide range of engagement by local people, including the most marginalised members of the community, in the Communities First (CF) Programme. Activities will include information sharing,	Ongoing	Clusters continue to develop their community engagement and involvement activities to ensure that the most marginalised community members are able to	Communities First Cluster Teams / Tackling Poverty Central Unit

active participation, collaboration and partnership working between individuals and organisations, and empowering local people.		access, participate and shape CF in their communities.	
<b>Housing &amp; Public Protection</b>			
Implement an updated Local Tenant Participation Strategy 2015-18	2018	Tenants and leaseholders will have greater opportunities to get involved in housing issues that affect them.	Lynda Grove
Continue to work in partnership with the Youth Inclusion Team, to encourage participation of young people in housing matters with the aim of setting up a group exclusively for young people and encouraging them to join other groups	2016 and ongoing	Young people become more involved in their local communities and in a better position to make informed choices and decisions.	Lynda Grove
<b>Corporate Building and Property Services</b>			
Review current consultation with local access groups to improve physical access to buildings and services	Ongoing	Evidence that consultation has taken place and where possible changes in access to buildings and services have been achieved.	Nigel Froom
Promote and raise awareness of the availability of: <ul style="list-style-type: none"> <li>– Same Sex Marriage into the Civil Marriage ceremony</li> <li>– The legal process which enables couples who have previously entered into Civil Partnerships to convert them into marriage</li> </ul>	Ongoing	The services and ceremonies provided meet the needs of the local community.	Noel Evans
<b>Economic Regeneration &amp; Planning</b>			
Focus on engagement arrangements and	Ongoing	Effective engagement and	Phil Holmes

methods with equality groups to ensure inclusivity and help improve the delivery of ongoing work programmes		involvement undertaken as part of key work within the service, e.g. preparation of Local Development Plan	
<b>Cultural Services</b>			
Raise awareness of Cultural Services and identify any barriers to participation via engagement with key equality groups	Ongoing	Increased engagement and knowledge of issues / barriers faced by equality groups with any follow-up work planned accordingly	Steve Hopkins/Cultural Services Sections

<b>Equality Objective 2 – Poverty and Inequality</b>			
<b>Ensure we tackle and alleviate the effects of poverty</b>			
<b>Associated actions</b>	<b>Deadline</b>	<b>Expected outcomes</b>	<b>Responsible Officer</b>
<b>Poverty &amp; Prevention</b>			
Through the Families First and Flying Start programmes, deliver a range of services to children, young people and their families to improve outcomes, through interventions such as Parenting, Language and Play etc.	Ongoing	<p>Increased number of families reporting improved family resilience</p> <p>Increased number of individuals:</p> <ul style="list-style-type: none"> <li>– engaged in Families First and Flying Start provision</li> <li>– reporting that their financial situation has stabilised or improved</li> <li>– reporting an improvement in emotional/health well-being.</li> </ul>	Sian Bingham and EI managers
Promote and provide a range of upskilling opportunities on a multi-agency basis in order to achieve quality services through the	Ongoing	Increased numbers of confident /competent staff trained in order to deliver through the TAF approach.	Sue Peraj and EI managers

workforce development approach. Including delivering training on Motivational interviewing, Team Around the Family (TAF), Solutions Focused Thinking, etc.		Number of attendances at training courses	
Identify those young people who are most at risk of becoming NEET and to provide them, and their families; with the personal support they require to remain engaged with education, employment and training.	Ongoing	Increased numbers of young people supported and/or engaged with education, employment or training	Emma Pyke/Gavin Evans
Continued use of Child Poverty Impact Assessments for Play	Ongoing	Show positive & negative impacts of play on poverty and identify areas for improvement	Steve Cable
Food Poverty Community Interest Company: Create a food enterprise to tackle food poverty and feed people well in Swansea.	Ongoing	Feasibility study completed to inform the Business Plan and secure investment prior to launch	Amanda Owen
Continue to implement the Communities First Programme across the 5 cluster areas, with a focus on 3 key themes – prosperous, learning and healthier communities.	Ongoing	Communities First agreed Performance Measures met / exceeded for each Communities First Cluster and the programme as a whole.	Communities First Cluster Teams / Tackling Poverty Central Unit
Provide a welfare rights training programme to support staff from CCS and partner organisations to negotiate the significant changes to the benefits system resulting from Welfare Reform.	Ongoing	Deliver 130 advice line sessions each year  Increase support staff's awareness and confidence in supporting clients to access benefits entitlement	Tackling Poverty Unit / Karen Grunhut / Jane Storer
<b>Finance &amp; Delivery</b>			
Provide support for Universal Credit (UC)	Ongoing	Digital zones in place and support	Rose McCreesh

<p>applicants by providing two digital self-serve zones in the Contact Centre, as UC is an on-line application. Our customer service team will provide digital support, assistance with making on-line applications and provide UC advice and information to customers. A Personal Budgeting Support service has also been arranged for appropriate UC customers.</p>		<p>(digital and personal budgeting) to be provided as required and agreed with DWP</p>	
<p>Provide a dedicated Take-up advice line and email address to offer welfare advice to customers, which includes advice on how to claim Housing Benefit, Council Tax Reduction Discretionary Housing Payment and help and advice on welfare reform changes and other welfare benefits.</p>	<p>Ongoing</p>	<p>To continue delivering the planned service</p>	<p>Rose McCreesh</p>
<p>Proactively support all HB cases affected by the Benefit Cap.</p>	<p>Ongoing and activity will increase when cap value falls.</p>	<p>To continue delivering the planned service for our customers</p>	<p>Rose McCreesh</p>
<p>Work with other organisations such as Age Cymru, Swansea Carers' Centre and DWP Visiting team to provide advice and guidance to them on Benefits, Council Tax Reduction and Council Tax discount schemes.</p>	<p>Ongoing</p>	<p>To continue working with and supporting other organisations for the benefit of our customers</p>	<p>Rose McCreesh</p>
<p>Work with Foodbanks such as the Swansea Foodbank (where we are the highest distribution agent), Eastside Foodbank and the Swansea Mosque Foodbank. For all</p>	<p>Ongoing</p>	<p>To continue working with and supporting the foodbanks for the benefit of our customers</p>	<p>Rose McCreesh</p>

foodbanks we will act as a referring agent and provide welfare benefit advice to the foodbanks to assist customers in food crisis.			
Provide advice to parents and schools on Free School Meals and Uniform Grant queries.	Ongoing	To continue delivering the service to maximise entitlement	Rose McCreesh
Provide advice and information to customers on a range of assistance available, e.g. Warm Home Discount, Welsh Water Assist, Healthy Start Vouchers, Discretionary Assistance Fund, Passport to Leisure, etc.	Ongoing	To continue providing advice to customers to maximise income and help alleviate poverty	Rose McCreesh

<b>Equality Objective 3 – Staff and Members</b>			
<b>Continue to improve staff and Member awareness of equality and diversity issues</b>			
Associated actions	Deadline	Expected outcomes	Responsible Officer
<b>HR &amp; OD</b>			
Regularly review training material to ensure it is up to date and covers emerging work areas e.g. age friendly communities, dementia, UNCRC, etc.	Ongoing	Ensure that training materials are relevant and appropriate	Khan Prince
Ensure that all school based staff and teachers have access to appropriate equality related awareness raising training.	2020	School based staff are suitably trained	Khan Prince
Develop a suite of e-learning courses on a modular basis to cover subject areas such as dementia, hate crime, trafficking etc.	2019	Increased number of staff will have access to different training medium in order to up-skill in these areas	Khan Prince
Regularly review Corporate Induction to ensure training is up to date and covers emerging work areas e.g. age friendly	Ongoing	Corporate Induction is appropriate, up to date and fit for purpose	Khan Prince



communities, dementia, UNCRC, etc.			
Ensure that monitoring of corporate training is carried out to reflect accurately the attendance on all corporate training courses	Ongoing	CCS complies with the requirement to report on attendance of Corporate L&D activities	Khan Prince
<b>Poverty &amp; Prevention</b>			
Establish appropriate and suitable levels of training packages on the UNCRC & Children's Rights and deliver training sessions	Ongoing	<p>Expected outcomes throughout the year include training sessions delivered for:</p> <ul style="list-style-type: none"> <li>- employees working directly and indirectly with children &amp; young people</li> <li>- third sector &amp; commissioned partners</li> <li>- Senior decision-makers, i.e. Council, Cabinet and Governors.</li> <li>- Council service areas seeking to embed rights based practice in their work</li> </ul>	Katie Spendiff Julie Gosney Jane Whitmore
Re-circulate the staff survey first completed in 2014 to all staff and Councillors to measure knowledge and understanding of children's rights and the UNCRC.	2016	Increased knowledge and understanding of UNCRC evidenced through follow-up survey by 10%	Jane Whitmore/Jo Bryan/Patrick Fletcher
To deliver Asylum Seeker and Refugee Awareness Training to enable staff to understand issues facing asylum seekers and refugees and make services more accessible and welcoming	Ongoing	Increased number of staff trained and awareness raised of barriers to service	Helen Clancy

Develop and disseminate information on Swansea's migrant communities for staff and elected Members	Ongoing	Number of briefings/information sent to staff and elected Members	Helen Clancy
<b>Legal, Democratic Services and Procurement</b>			
To provide 6 monthly updates on legal website as to judicial review case law dealing with equality issues.	Ongoing	Increased awareness of staff to equality issues in a judicial context.	Tracey Meredith
<b>All departments</b>			
Continue to provide and promote service-specific equality training / information where needed	Ongoing via annual updates	Staff have the relevant awareness and understanding when providing services	All managers

<b>Equality Objective 4 – Access to Services</b>			
<b>Ensure equality of accessibility to services</b>			
<b>Associated actions</b>	<b>Deadline</b>	<b>Expected outcomes</b>	<b>Responsible Officer</b>
<b>Poverty &amp; Prevention</b>			
Develop arrangements with the Corporate Complaints Team to ensure accessible mechanisms for addressing any issues arising in relation to children's rights in Swansea including signposting to advocates and providing feedback	2016	Robust systems in place to effectively deal with feedback and complaints from children and young people (or their representatives) if they think that we have fallen short of our commitment to the UNCRC	Julie Gosney
Continue facilitation of Play Access Group and BME Family and Play Group	Ongoing	Identification of issues and actions to alleviate	Steve Cable & Jackie Rees Thomas
Provide a range of services through the Families First programme targeted at Families with disabled children	Ongoing	Increased number and % of families of a disabled child accessing formal and informal respite	Mark Gosney

<b>Housing &amp; Public Protection</b>			
Develop a Rents Strategy. Part of this strategy will ensure that the arrears recovery process is easy to understand and takes account of customer needs, particularly those who may be vulnerable	2016	Help, advice and support is available and accessible to all those who want or need it.	J Williams/S White
Continue with programme of customer access audits of Housing and Public Protection services to ensure that services are accessible to everyone	2016 and ongoing	To ensure services remain accessible	Lynda Grove
Incorporate all relevant equality issues into the new Local Housing Strategy	2016 and ongoing	To address the housing needs of local communities	Peter Williams
Raise awareness of the availability of Disabled Facilities Grants particularly in terms of disabled children and young people.	2016	Increased numbers of children and young people needing adaptations accessing the service.	Mark Wade
Produce a strategy as part of the More Homes project for using Housing Revenue Account resources to provide more Council Housing, which will help meet the needs of a diverse community	2016 and ongoing	The construction of more Council homes to help address the shortage of affordable homes in the City & County of Swansea.	David Evans
Provide burial/cremation arrangements in line with the requirements of Swansea's diverse community	Ongoing	The burial and cremation arrangements offered meet and demonstrate respect for the diverse needs of the local community.	Noel Evans
Develop protocol for inspection of dwellings proposed to be used to accommodate asylum seekers.	2016	Improved standards of accommodation with benefits to health of occupiers	Paula Livingstone
<b>Legal, Democratic Services &amp; Procurement</b>			

To monitor voting accessibility in relation to polling stations	Ongoing	To improve access to polling stations	Huw Evans
<b>Finance &amp; Delivery</b>			
Provide additional support to Contact Centre customers by using floorwalkers	Ongoing	To provide a good level of service to customers	Rose McCreesh
<b>Cultural Services</b>			
Continue project in libraries to introduce or improve the computer skills of the over 50s	2016 and ongoing	Sessions run to improve the IT awareness and accessibility for residents aged 50+	Karen Bewen-Chappell/Caroline Tomlin
Consider sourcing and implementation of additional/improved visual impairment computer aids in libraries.	2016	To improve the accessibility of libraries services especially IT to visually impaired people	Karen Bewen-Chappell/Caroline Tomlin
Continue variety of activities that takes the Museum to older people and groups	2016	To take the museum into the community to bring it to people who otherwise would not access the service.	Phil Treseder
Explore the history and heritage of the LGBT community as an option for the Museum programme	2018	To curate and recognise the contributions of the LGBT to the culture of Swansea.	Phil Treseder
Undertake a range of equality-focused activities at the Glynn Vivian, working with groups such as children & young people, disabled people, BME and LGBT communities.	Ongoing	Activities will include: <ul style="list-style-type: none"> <li>– targeted workshops with BME &amp; LGBT Youth groups</li> <li>– opportunities for Hard to reach young people to participate in creative activities that lead to qualifications, training and experience</li> <li>– work with Communities First to create opportunities for families</li> </ul>	Katy Freer Tom Goddard

		living in low-income households to participate – increase the reach of our Schools service – work in partnership with residential care homes, sheltered accommodation schemes, GPs and hospitals, community venues	
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**Equality Objective 5 - Safety**

**Undertake a range of work focused on safety, including hate crime, modern slavery, protection of vulnerable people etc.**

Associated actions	Deadline	Expected outcomes	Responsible Officer
<b>Poverty &amp; Prevention</b>			
Develop a Hate Crime Strategy. Increase understanding of hate crime and awareness of how to report it amongst staff and key partners	Ongoing	Increased number of training sessions delivered and increased number of attendees  Increased number of hate crime cases reported  Hate Crime Stakeholder Action Plan developed and monitored	Helen Clancy/Paul Thomas
Increase awareness amongst staff and partner organisations on modern slavery and how to signpost victims	Ongoing	Number of training sessions delivered and number of attendees  Number of cases reported	Riaz Hassan/Helen Clancy
Continue role of BME Family and Play Group within cross sector Play Network in relation to	Ongoing	Identification of key issues and disseminate across local play	Steve Cable /Jackie Rees Thomas

hate crime awareness and understanding of modern slavery		sector	
<b>Housing &amp; Public Protection</b>			
Review the Statement of Policy for Licensing in respect of alcohol, entertainments and late night refreshment, taking particular account of the need to ensure protection of children	2018	An up-to-date policy that assists service users and decision makers	Lynda Anthony
Review the Council's policy in respect of gambling, taking particular account of the need to ensure protection of children and vulnerable people	2019	An up-to-date policy that assists service users and decision makers	Lynda Anthony
Raise awareness of doorstep crime and scams to prevent older people becoming victims	2016 and ongoing	Vulnerable people are empowered with knowledge and support to prevent them from becoming victims of doorstep crime and scams.	Dave Picken
Provide training and raise awareness with support agencies in identifying scams	2016 and ongoing	Support in place for victims	Dave Picken
<b>Highways &amp; transportation</b>			
Undertake Safer Routes in Communities project with schools	Annually	Increased awareness and promotion of walking / cycling	Mark Thomas

<b>Equality Objective 6 – United Nations Convention on the Rights of the Child (UNCRC)</b>			
<b>Develop a whole council approach to the UNCRC, to meet our commitments contained within the Children and Young People's Rights Scheme</b>			
Associated actions	Deadline	Expected outcome	Responsible Officer
<b>Corporate Actions</b>			

<p>To increase knowledge and understanding of the UNCRC by ensuring all staff attend/participate in the UNCRC corporate training</p>	<p>Ongoing</p>	<p>Increase number of employees working indirectly with children &amp; young people to complete the online, universal training.</p> <p>Increased knowledge and understanding of UNCRC evidenced through follow-up online survey.</p> <p>Appropriate action taken by service managers to promote and ensure service representation at UNCRC training sessions provided throughout 2015/16 and beyond.</p>	<p>All departments</p>
<p>To promote and raise awareness of the UNCRC by embedding children's rights within day to day practise and utilising the Children's Rights logo in all promotional activity.</p>	<p>Ongoing</p>	<p>Services include 'Dilly' the Rights Mascot as appropriate (as is stipulated within Corporate Branding Policy).</p> <p>Service leads are identified to join CYP Participation/Rights Network, whether this be to receive and make contribution electronically and/or to engage in Network meetings.</p> <p>Work within services relating to children, young people and families (and therefore children's</p>	<p>All departments</p>

		rights) is visibly recorded and up to date on our website.	
Ensure quality opportunities for Children & Young People's voice in policy/service developments that affect them.	Ongoing	<p>Where decisions affect children and young people, necessary arrangements are made by that service to ensure the views and opinions of children &amp; young people as well as other stakeholders who are affected by the service/policy change are captured and considered.</p> <p>Services encourage and support young people to participate in Big Conversation opportunities to engage in policy/services decisions that affect them as and when appropriate.</p>	All departments
<b>Poverty &amp; Prevention</b>			
Continue to embed Children's Rights in all practice and procedures within the department and with partner commissioned organisations	Ongoing	<p>Rights based practice embedded across all teams within Poverty &amp; Prevention</p> <p>Section on the UNCRC to be included in all commissioned services contracts e.g. Families First/Communities First/Flying Start</p>	Poverty & Prevention
Raise awareness of "Big Conversation Mechanisms", ensuring children & young	Ongoing	Increased engagement with children & young people and a	Jane Whitmore/ Julie Gosney/



people have an understanding of a variety of opportunities to have their voice heard		clearer link and understanding between school councils and other groups of the Big Conversation Mechanisms	Katie Spendiff/ Secondary Schools/ Community Based Provision
Develop a communication strategy and campaign plan with key objectives to be delivered across the whole of Swansea	2016	Campaign plan established to promote and raise awareness of Children's Rights across the City and County of Swansea.  The Children's Rights "Dilly" Mascot to be included within CCOS Corporate Branding Policy. All children's rights work ongoing in Swansea is visible and up to date on our website	Julie Gosney /Communication Team  Julie Gosney/Website Team

<b>Equality Objective 7 – Education, skills and opportunities</b>			
Associated actions	Deadline	Expected outcomes	Responsible Officer
<b>Improve the performance of Ethnic Minority Learners at GCSE level</b>			
<b>Education and Poverty &amp; Prevention</b>			
Children and young people from ethnic minority backgrounds continue to achieve at least as well as their peers at end of Key Stage 4.	Annual analysis of Key Stage 4 results in autumn term.	High standards at least maintained.	Diane Vanstone
Learners from Asian Bangladeshi backgrounds achieve at least as well as their peers at end of Key Stage 4.	Annual analysis of Key Stage 4 results in autumn term.	Improving trend is maintained.	Diane Vanstone

<b>Close the performance gap in educational attainment</b>			
Maintain improving trends in assessment of boys and girls at KS2 and KS3	Ongoing	Improving trend is maintained	Helen Morgan-Rees
Close the performance gap between boys and girls	Ongoing	Performance gap reduces	Helen Morgan-Rees
Close the performance gap between pupils who receive free school meals and those who don't	Ongoing	Performance gap reduces	Helen Morgan-Rees
<b>Access to education</b>			
Resume progressive improvement to access to infrastructure in schools	Ongoing	Accessibility to schools infrastructure improves	Brian Roles
Young people from Gypsy and Traveller communities are offered appropriate access to secondary education and support in engaging with those opportunities.	Ongoing	Increased take up of education opportunities and outcomes for Gypsy and Traveller pupils	Gavin Evans
<b>Equality support for schools</b>			
Launch tool for Recording of Identity Based Bullying across all schools	August 2016 with termly analysis	Tool launched and data analysed termly	Rhodri Jones
Review guidance to schools on Strategic Equality Plans and present update to Headteachers at a termly meeting and via the schools newsletter	TBC	Guidance reviewed and amended and presentation delivered and briefing note published	Rhodri Jones with Sherill Hopkins
Continue the contractual agreement with UNICEF UK to embed the Rights Respecting Schools Award in all schools in Swansea	2017	All schools in Swansea achieve level 1 Rights Respecting status by 2017.  Increase in the number of schools registered with Rights Respecting	UNICEF UK SLA/Education Department Lindsay Harvey/Julie Gosney/Sarah Hooke/Schools

		Schools in 2015/16.	
Ensure schools are directed to relevant Welsh Government guidance so this can be practiced in schools, for example: provision of counselling, specific equality-related advice and information and any relevant training for school staff, pupils and governing bodies.	Ongoing - as guidance is issued	Schools can demonstrate they have promoted good practice Children and young people have the information they need	Rhodri Jones
Develop and publish Transgender Guidance for schools	TBC	Transgender Guidance published and promoted to all schools	Rhodri Jones
Stonewall training offered to all schools via ERW	2016	Training delivered to Swansea schools	Rhodri Jones
<b>Opportunities</b>			
<b>Corporate Building and Property Services (CB&amp;PS)</b>			
Work experience placements – provide quality opportunities to students to experience the real workplace. Enable a student to understand and develop the necessary skills to equip them for their chosen career path.	Ongoing	On completion of the placement the student will have developed work related skills and have an enhanced knowledge for their chosen career path.	Nigel Froom
Ensure that all future recruitment within CB&PS continues to be undertaken within the realms of the Equality Act 2010; paying particular attention to the apprenticeship recruitment programme. Further develop links with external groups/organisations to enable wider awareness of the initiative and support CB & PS. The continuation of the apprenticeship programme is dependent on	Ongoing on an annual basis	The most suitable candidates would be attracted, selected and retained. Active commitment to equal opportunity can be evidenced. The recruitment programme will give due regard to the Council's commitment to the UNCRC and will endeavour to tailor the training	Emma Lewis

future budget approval.		according to an individual's needs. All apprentices to be assigned a trained mentor.	
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<b>Equality Objective 8</b>			
<b>Continue to improve Social Services provision within Child &amp; Family Services, ensuring that the service user's needs are at the centre of all planning and commissioning activities</b>			
<b>Associated actions</b>	<b>Deadline</b>	<b>Expected outcomes</b>	<b>Responsible Officer</b>
<b>Child and Family Services</b>			
Further develop our front door service in accordance with the Social Services and Wellbeing (Wales) Act to enable equitable access to information, advice and assistance about statutory services and the preventative sector.	2016	Developments to include child and young people friendly resources and opportunity for multilingual interface.	Teresa Mylan Rees/Sandra Doolan
Further develop a service for perpetrators of domestic abuse including 1:1 and group work, informed by service user feedback	2016	Provide a holistic services to families	Teresa Mylan Rees/Sandra Doolan
Implement the Active Offer of Advocacy Arrangement to help ensure children and young people have access to additional support to have a voice in the decisions that affect them.	2016	More children and young people are taking up the offer of having an advocate.	Mike Holding
Develop and implement Looked After Children Review arrangements, which	2017	More children and young people are taking up the offer of taking a	Mike Holding

enable children and young people to lead on their reviews.		lead in their LAC reviews.	
Further develop and implement the Signs of Safety Methodology within the Social Work Teams. This is a strengths based model which promotes the voice of the child, includes their family and wider networks in safety planning and is outcomes focused	2017	Children can live safely with their family network or if they cannot they know why (through words and pictures).  Social Work Teams can consistently and confidently work with children and families using the signs of safety methodology.	Nichola Rogers
Develop a Child Disability Strategy consulting with children, young people, families, multiagency partners and the third sector to ensure that disabled children and their families can access a range of provision across the continuum of need – accessing the right opportunity/service from the right place at the right time.	2017	Disabled children can reach their own potential according to their individual needs.  Parents and carers have the opportunity to be involved in service planning.	Nichola Rogers
Develop a leaving care service in partnership with a 3 <sup>rd</sup> sector provider. Final 'shape' of the new service to be informed by partners and young people's views.	2016	Ambition is to ultimately create a service which enables improved access to a range of opportunities to address the varying needs of all care leavers including life skills, housing, health, education employment and training.	Haydn Nelson
Develop a comprehensive support and review framework for all individuals awarded a Special Guardianship order. Services to	2015	Clear and easily accessible support services available at the most appropriate level ranging	Haydn Nelson

include training opportunities for carers, groups for young people and general advice and assistance via a dedicated team.		from general advice and support through to more intensive casework.  To support children and young people to remain cared for in their families of origin or with familiar known adults.	
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<b>Equality Objective 9 - Procurement</b>			
<b>Comply with the Procurement regulation set out in the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011</b>			
Associated actions	Deadline	Progress 2015	Responsible Officer
When procuring works, goods or services, we will have due regard to whether it would be appropriate: <ul style="list-style-type: none"> <li>for the award criteria for that contract to include considerations to help meet the general duty</li> <li>to stipulate conditions relating to the performance of the contract to help meet the three aims of the general duty</li> </ul>	Ongoing	Regulation met	Patrick Arran

<b>Equality Objective 10 – Transport and Streets</b>			
<b>Improve access to the infrastructure around pavements, roads and parking provision for disabled and older people, as well as families with young children</b>			
Associated actions	Deadline	Expected outcomes	Responsible Officer
Implement the Pavements for People Policy	Ongoing	Successful implementation and	Head of Highways &

		monitoring	Transportation
Review accessibility of street furniture , e.g. seating	2017	Review complete with appropriate actions scheduled	Bob Fenwick
Installation of dropped kerbs to assist access where needed	Ongoing	Installations undertaken – decisions made on a case by case basis	Bob Fenwick
Ensure all new pedestrian crossings provide for safety of all users	Ongoing	New crossings will ‘track’ pedestrians and extend timings to ensure safety	Mark Thomas
Consider equality issues when designing highway and traffic schemes	Ongoing	Issues incorporated in design process for each project	Mark Thomas
Provide permits for qualifying care organisations and carers to park within residents parking bays	Ongoing	Permits provided where needed to assist carer role	Mark Thomas
<b>Improve access to public transport by bus for disabled people, older people and families with young children</b>			
<b>Associated actions</b>	<b>Deadline</b>	<b>Expected outcomes</b>	<b>Responsible Officer</b>
Promote the RNIB REACT system for visually impaired people at the Bus Station The system gives audio messages about the services at each departure bay and provides a wayfinding tool in association with the tactile strip through the concourse	Ongoing	The bus station web pages will be updated to provide information on this facility. Information and instructions on how to use the REACT system will continue to be available at the Bus Station Information desk.	Cath Swain
Continue to implement programme to provide raised kerbs at bus stops to allow easy access for all passengers. Continued engagement with disability groups	Ongoing	Improvements made, including raised kerbing as well as new bus shelters and electronic passenger information displays	Cath Swain

**Equality Objective 11 – Health and Sport**

<b>Work on health and sport initiatives that focus on outcomes for our communities</b>			
Associated actions	Deadline	Expected outcomes	Responsible Officer
<b>Housing and Public Protection</b>			
Deliver a Tobacco Action Plan for Swansea, which will concentrate on areas identified in local needs assessments and mapping exercises	Ongoing	Reduction in the prevalence of smoking in Swansea which is the leading cause of health inequalities of life expectancy in Wales.	Chris Steele
<b>Cultural Services</b>			
Ensure that relevant equality issues are considered when revising leisure centre (and other venue) timetables	Ongoing	To make sessions and services as inclusive as possible.	Steve Smith
Develop Inclusive Futures Programme working on disability sport programmes events and legacy	Ongoing	To build upon the Paralympics legacy, increasing participation of the disabled in sports across the community and in competitive sports in particular.	David Jones
Continue rollout of InSport to target partners and voluntary organisations to encourage integration of disabled people into mainstream sport clubs through national governing body of sport pathways.	Ongoing	Increase number of disabled sports participants within sports clubs across the community.	David Jones
Increase opportunities for young people to participate in after-school (extra-curricular) sporting opportunities	Ongoing	Increase sporting opportunities for all across the community.	David Jones
Continue to take steps to further reduce the gender gap in participation in sport and physical activity	Ongoing	Develop the Dragon Sport and 5x60 opportunities, consult with girls of school age about physical activity preferences and work with	David Jones



		sports clubs to encourage post 16 participation	
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